

## Royal Free London MyHealth patient portal

# Frequently asked questions

### What is the MyHealth patient portal?

The Royal Free London MyHealth patient portal is a secure online NHS system that allows you to look at information from your hospital record, manage hospital appointments and receive test results and messages from your hospital care team. It is available around the clock on a computer, tablet or smartphone.

### Who is the MyHealth patient portal for?

At present, the MyHealth patient portal is available to any Barnet Hospital or Chase Farm Hospital patient aged 18 and over. In time we want all our patients to have access. We also want to enable people's authorised carers and the parents of younger patients to access the MyHealth patient portal on their behalf.

In particular, we are promoting the portal to patients who attend Barnet Hospital or Chase Farm Hospital for a pre-operative assessment appointment. This means that any pre-operative questionnaires that need to be completed can be filled in through the portal at a time and place convenient to you.

## Registering for the MyHealth patient portal

### How do I register for the MyHealth patient portal?

You can register for MyHealth by visiting reception in the pre-operative assessment areas of Barnet Hospital or Chase Farm Hospital.

The portal is a secure system so you will need to bring a form of photo identification with you **and** proof of your address.

### Documents accepted as photo ID:

- **Passport** – UK (Channel Islands, Isle of Man or Irish) or EU/other nationalities
- **Passport** – of non-EU nationals and other valid evidence relating to immigration status and permission to work
- **Driving licence** – UK full or provisional photo-card (also accepted as proof of address)
- **International driving licence** – EU/other nationalities photo-card (valid up to 12 months up to the date of when the individual entered the UK and providing that the person checking is confident that non-UK photo-card driving licences are genuine)
- **Biometric Residence Permit**
- **HM Armed Forces Identity card**

- **ID cards** – carrying the PASS accreditation logo (UK and Channel Islands), eg a UK Citizen ID card. This card can be applied for by residents of the UK and is verifiable with similar security marks to UK passports and driving licences

### **Documents accepted as proof of current address**

- **Driving licence** – UK full or provisional photo-card containing current address
- **Bank statement** issued within the last three months
- **Utility bill** issued within the last three months
- **Council tax bill** issued within the last three months

You will need to provide an email address and we will ask you to choose a security question and answer.

We will then send you an email with instructions on how to complete the registration process. As part of this, you'll set up your own username and password. Please keep these safe.

### **Can I register online without attending the hospital?**

We take the confidentiality of your health records very seriously. At present we need to verify your identity in person before we can create your MyHealth patient portal account. However, we are working to develop safe and secure ways for patients to enrol online in the future.

### **Why haven't I received an email to complete my registration?**

It may take up to three days to receive your email inviting you to complete your registration. Don't forget to check your junk or spam folders in case it has been received there instead of your inbox.

### **What do I do if I've forgotten my security answer?**

If you forget any of the details you need to complete your registration for MyHealth, please email: [my.healthrfl@nhs.net](mailto:my.healthrfl@nhs.net)

### **Can someone else register for MyHealth patient portal on my behalf?**

Because of legal requirements concerning confidentiality of health records, the MyHealth patient portal is currently only available to those patients who are able to manage their own MyHealth account.

However, we know that many patients rely on people close to them to help them manage their healthcare. We are working to develop secure processes so that authorised representatives can manage an account on a patient's behalf. We are also looking at ways for children and young people between the ages of 13 and 17 years to access their information through the portal.

## Logging in to the MyHealth patient portal

### I've forgotten my username/password or cannot log in

If you've forgotten your username, try logging in with the email address that you gave when you signed up for MyHealth. If you have forgotten your password, click on the 'Forgot password?' link and follow the instructions to reset your password.

Make sure your 'caps lock' key is not on and that you do not enter extra spaces in either the email address/username or password boxes and try again.

If you are still unable to access MyHealth, please call the support team on 0800 279 3178. Support is provided around the clock by Cerner, the company that built the portal. They cannot see your health information. The support team are based in Dublin and Kansas but calls are free.

### Do I need to log in regularly?

It is up to you how often you check your information. It's your portal and you can use it as much or as little as you find helpful to manage your care. If any new information is added to your health record, you'll receive an email notification so you can log in and view it.

## Using the MyHealth patient portal

### How can I change or cancel an appointment?

You can send a message to the appointments team through the portal to request to reschedule or cancel an appointment. Requests will be dealt with within five working days.

### Can I send messages or attachments to my care team?

You can only respond to messages sent by your care team. Currently, the portal does not support the sending of any attachments (such as scans from other healthcare providers) in your reply, but we are working to enable this in the future.

### What software is needed?

The MyHealth patient portal can be accessed using the Google Chrome, Safari, Internet Explorer and Firefox web browsers. If you have trouble viewing the portal, you might need to get an updated version of your web browser. A PDF reader is needed to view some documents within the portal.

The portal can be viewed on a tablet or smartphone and is designed to adjust to the mobile device you are using. There is not an app for the MyHealth patient portal.

### Who should I contact if I have any questions about the information in my health record?

If you have any questions about the information within the MyHealth patient portal, or if your information does not appear to be correct, please contact our patient advice and liaison (PALS) team: 020 8216 4924, [bcf.pals@nhs.net](mailto:bcf.pals@nhs.net).

## **Who should I contact if I need help using the MyHealth patient portal?**

If you have any other problems using the MyHealth patient portal, please call the support team. Support is provided around the clock by Cerner, the company that built the portal. They cannot see your health information. The support team are based in Dublin and Kansas but calls are free: 0800 279 3178.

## **What should I do if I change my email address?**

Your email address is stored in two places in the portal. Firstly as the email address for managing the account and secondly as the email address to receive notifications when new information is added. You should change it in both these places:

- 1) Click the settings icon on the home page and select notifications. On the notifications screen, enter your updated email in the email address field and save.
- 2) Click the settings icon on the home page and select account. On the account screen, click the update account settings link, then click the email link and follow the instructions to update your email address.

## **Can I delete my MyHealth patient portal account?**

You can request to delete your account at any time by emailing: [my.healthrfl@nhs.net](mailto:my.healthrfl@nhs.net).

## **MyHealth patient portal access and security**

### **Who can view my health information through the portal?**

Only you can access your MyHealth account. Each time you look at your online information, the website records what was looked at, when it was looked at and who looked at it. To view this website activity, click the settings icon and select access log from the menu.

### **Is my information safe and secure?**

Yes, the MyHealth portal site is protected and compliant with web security policies. All messages are encrypted to ensure the safety of your information. Please keep your log in details safe and ensure you log out each time you leave the portal.

### **Can I access my GP records through the portal and can my GP access the information in MyHealth?**

Neither of these are possible at present because GPs use their own different health record systems. We are only able to display information from your hospital health record through MyHealth. However, copies of any letters and other documents we send to your GP will be available for you to view through the portal. We are looking at ways we can join up different NHS health records for the future.

### **Can I access the health information of someone I care for (eg child, spouse, parent) using the MyHealth patient portal?**

Because of legal requirements concerning confidentiality of health records, the MyHealth patient portal is currently only available to adult patients who are able to manage their own

accounts. Each user must register for their own MyHealth account and agree to the terms and conditions of the website.

However, we know that many patients rely on people close to them to help them manage their healthcare. We are working to develop secure processes so that authorised representatives can manage an account on a patient's behalf. We are also looking at ways for children between the ages of 13 and 17 years to access their information through the portal.